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P.O. Box 11263  
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DAN E. ARNETT  
CHIEF OF STAFF

1876360

August 7, 2007

2007-287-6

Charles L.A. Terreni, Esquire  
Chief Clerk/Administrator  
Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210

RECEIVED  
2007 AUG -7 PM 2:14  
SO. PUBLIC SERVICE  
COMMISSION

RE: Letter of Yuri Freeman

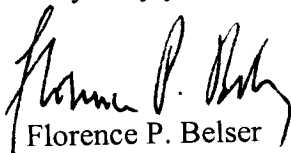
Dear Mr. Terreni:

By letter of July 5, 2007, the Public Service Commission of South Carolina ("Commission") transmitted Mr. Freeman's letter to the Office of Regulatory Staff ("ORS") as a customer complaint to be handled by the ORS Consumer Services Department. By this letter, I am advising the PSC that Mr. Freeman initially filed a complaint with the ORS Consumer Services Department and that the ORS Consumer Services Department responded to his complaint by letter dated May 9, 2007. Thus, the ORS has investigated the complaint underlying Mr. Freeman's letter to the PSC, and the ORS has reported the results of its investigation to Mr. Freeman.

As the ORS Consumer Services Department has investigated Mr. Freeman's underlying complaint, I am returning the letter of Yuri Freeman to the (Commission) for processing as the PSC deems appropriate.

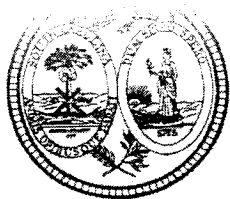
With personal regards, I am

Very truly yours,

  
Florence P. Belser

Enclosure (as stated)

cc: Mr. Yuri Freeman  
Mrs. April Sharpe, Manager, ORS Consumer Services Department



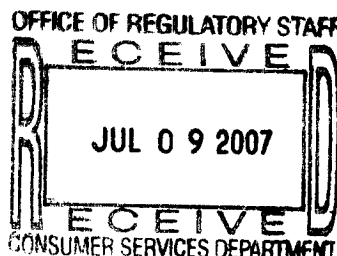
# *The Public Service Commission State of South Carolina*

Charles L.A. Terreni  
Chief Clerk/Administrator

*Chairman*  
C. Robert Moseley, At-Large  
*Vice Chairman*  
John E. "Butch" Howard, First District  
David A. Wright, Second District  
Randy Mitchell, Third District  
Elizabeth B. "Lib" Fleming, Fourth District  
Mignon L. Clyburn, Sixth District

Phone: (803) 896-5133  
Fax: (803) 896-5246  
Charles.Terreni@psc.sc.gov

July 5, 2007



Yuri Freeman  
120 River Way Drive  
Greer, South Carolina 29651

Dear Yuri Freeman:

This is to acknowledge receipt of your correspondence received in our office on July 5, 2007 regarding Piedmont Natural Gas Company.

In March 2004 the General Assembly enacted legislation which created the Office of Regulatory Staff. As a result of that legislation, effective January of 2005 the Public Service Commission took on a quasi-judicial role and the Office of Regulatory Staff assumed the responsibility of investigating all consumer complaints.

I have forwarded your correspondence to that Agency's Consumer Services Department for handling.

Please let me know if you should require any additional information.

With best wishes, I am,

Sincerely yours,

Charles L.A. Terreni

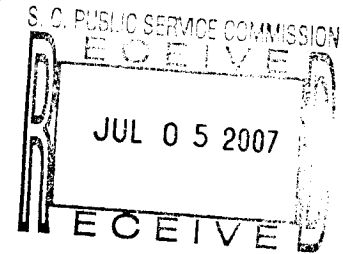
cc: Consumer Services Department  
Office of Regulatory Staff  
Post Office Box 11263  
Columbia, SC 29211

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SC PUBLIC SERVICE  
COMMISSION

2007-CT-28

Public Service Commission.  
Chief Clerk/Administrator,  
Post Office Drawer 11649,  
Columbia, South Carolina 29211.

July 3, 2007



Dear Chief Clerk/Administrator,

In spring 2006 Piedmont Natural Gas (PNG) informed me that gas meter on my house was not registering during October 2005 – January 2006 and that adjustment of \$469 was entered to my account. The adjustment was based on my gas consumption in February 2006, after new gas meter was installed on my house.

That adjustment was highly elevated. Computation using a year later data (October 2006 – January 2007) gave 30.5% reduction to the adjustment. My actual gas consumption in October 2005 – January 2006 was even less than that. Because my family just moved to SC from area with much colder climate, we did not need heat during our first fall and winter in SC. To the contrary, we needed a lot of heat in February 2006 when my wife and I got severe cold due to change in climate. That's why February 2006 gas consumption used for the computation was much higher than normal one (the computations and doctor bills are available).

I understand that PNG is acting within current SC regulations. As my case shows, these regulations are favorable to PNG since they impose payments on customers when PNG fails to control their gas meters. If the regulations limit reverse time when an adjustment can be imposed, the meters will be checked more often, which will eliminate expensive adjustments. I explained my position to the PNG. They made re-calculation, which was almost identical to the initial one. I ask for changing the regulations in favor of customers.

Sincerely,

Yuri Freeman

A handwritten signature in cursive script, appearing to read "Yuri Freeman".

120 River Way Dr. Greer, SC 29651

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